



Big Big Table

JOB POSTING

Job Title: Community & Operations Manager	Location: 272 Hudson St Buffalo, NY
Reports To: Board Executive Committee	Compensation: \$30,000 annually, plus Benefits (PTO and Health Insurance)
Type Of Position: Full time, Hourly / Non-Exempt Approx 35 hrs/wk	Hours of Operation: Primarily Monday - Friday 9am - 3pm, plus 5 hours weekly admin time (flexible) Occasional weekends and special events

Job Summary:

As the Community & Operations Manager, you will serve as a primarily liaison between Big Big Table (BBT) and the community. You will oversee daily operations, particularly focused on front of the house, relationships, community partnerships, and overall culture of BBT. You will oversee our modest staff team and coordinate our volunteer program, including drop in, weekly, and long-term volunteers. This position requires strong organizational skills and attention to detail, excellent verbal and written communication skills, and the ability to adapt to the needs of our many diverse guests and volunteers. This administrative role also includes supporting with communications and fundraising, in collaboration with the Board of Directors.

In this position you may be required to lift up to 50 pounds, stand for long periods of time, bend, reach, go up and down steps, work in extreme temperatures, and de-escalate guests and volunteers. Participation in evening meetings and events, as needed.

Primary Duties:

Cafe Management

- Create welcoming and safe environment for guests and volunteers
- Work collaboratively with our founder and co-chef, Mandy Bailey
- Supervise BBT Staff; currently includes Kitchen Manager (PT) and AmeriCorps member (FT)
- Oversee Front of House (FOH) operations, including counter service and dining area
- Develop and maintain community partnerships with local farmers, businesses and organizations
- Track in-kind donations from farms, gardens, local businesses and partner organizations
- Perform the ordering of ingredients and supplies, as needed by the Kitchen Manager
- Track, schedule, and verify completion of routine maintenance and service of equipment, building and safety installations (hood vent, ANSUL fire suppression system, fire extinguishers, etc)

Volunteer Management

- Develop an active volunteer pipeline
- Develop volunteer onboarding systems and processes
- Recruit, train, and onboard daily volunteers
- Collaborate with BBT AmeriCorps member on piloting a “Cook to Work” workforce development training program
- Manage site volunteer relations, including scheduling and volunteer appreciation
- Manage and develop internships from local colleges and hospitality training programs
- Manage BBT “Participation Board”
- Ensure safe and efficient utilization of volunteers throughout BBT

Nonprofit Administration

- Serve as a primary “face” of Big Big Table, representing our mission to the community
- Employ customer relationship management (CRM) software to assist in tracking and maintaining volunteer, donor, and community relationships
- Track and evaluate data, including staff reports, volunteer data, meals served, in-kind contributions, and monetary donations
- Collaborate with BBT Board on communications, social media, and email management
- Work in collaboration with the BBT Board to manage BBT finances and outsourced bookkeeping
- Manage daily and weekly deposits, in collaboration with BBT Board Treasurer
- Assist with ongoing Board-led fundraising efforts, including donor cultivation, grant writing, and special events
- Assist the Board of Directors with grant reporting, as necessary
- Bring your creativity to life as a member of our inaugural staff

About Big Big Table

Big Big Table (BBT) is about to open a non-profit Community Cafe—a pay-as-you-can lunchtime restaurant, focused on addressing hunger, reducing food waste, and building community. Our mantra is: “Everybody eats. Everybody gives. Everybody matters.” **Our mission is to provide a dignified response to hunger in our community, providing Buffalo with accessible and affordable nutritious meals, regardless of ability to pay.** With pay-as-you-can pricing and a significant volunteer component in day-to-day operations, everyone is given a chance to earn what they need by giving what they can.

Our culture is centered around inclusivity. As a donation-based cafe, we do not have set prices or menu items. Guests determine how they would like to participate in exchange for their meal, and everyone enjoys the same dining experience. Our menu is centered around in-season produce and food rescue to utilize excess and farm seconds from local farmers, restaurants, and suppliers. Modest staffing is supplemented with volunteer labor. Collaboration and partnerships are central to our operations.

As a member of One World Everybody Eats (www.oneworldeverybodyeats.org), we are seeking to bring an already developed sustainable social enterprise model to Western New York. Nationally, these cafes do best where there is income diversity, operating at community crossroads, easily accessible to high-need communities while also attracting diners who can afford to pay market value or more for a meal. Academics and the restaurant industry cite community cafés as one of the best new advances toward addressing food inequities and food-system optimization. Visit our website (<https://www.bigbigtable.org/>) and social media accounts (@bigbigtable) to learn more!

About You

As the lead staff member of a brand new non-profit cafe, this is an incredible opportunity for you to grow! We are seeking a highly self-motivated, adaptable, and accountable individual. Patience, attention to detail, creativity, and the ability to hustle while remaining present with staff and volunteers are a must. Strong oral and written communication and interpersonal skills are required. We are seeking an energetic

and people focused leader. Ideal applicants should have at least two years of leadership experience, including managing people, teams, and budgets. The right person for this position will be passionate about fostering a welcome and inclusive environment, engaging a highly diverse community. Experience with community building and trauma informed care are preferred. Computer literacy is required, preferably comfort navigating Google Workspace. Must have experience with or be willing to learn nonprofit communications and fundraising strategies.

Big Big Table values a diverse workplace and strongly encourages women, people of color, LGBTQ individuals, people with disabilities, members of ethnic minorities and veterans to apply.

Big Big Table is an Equal Opportunity Employer and does not discriminate based on race, color, religion, creed, gender, national origin, disability, marital status, veteran status, sexual orientation, gender expression, gender identity, or age.

Please submit your resume and cover letter, indicating the position you are interested in, to everybody@bigbigtable.org. Applicants are encouraged to apply by July 23rd.